

# SENATE BILL 527

J1

(0lr1572)

## ENROLLED BILL

— Finance/Health and Government Operations —

Introduced by Senators Frosh, Conway, Currie, Dyson, Gladden, Jones, Klausmeier, Madaleno, Middleton, Pugh, and Raskin

Read and Examined by Proofreaders:

\_\_\_\_\_  
Proofreader.

\_\_\_\_\_  
Proofreader.

Sealed with the Great Seal and presented to the Governor, for his approval this

\_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_ o'clock, \_\_\_\_\_ M.

\_\_\_\_\_  
President.

## CHAPTER \_\_\_\_\_

1 AN ACT concerning

2 Health and Human Services Referral Board - 2-1-1 Maryland - Modifications

3 FOR the purpose of requiring a certain agency or organization to be approved by  
4 2-1-1 Maryland in order to provide 2-1-1 services in the State; providing that  
5 2-1-1 Maryland may approve no more than a certain number of call centers to  
6 provide 2-1-1 services; requiring 2-1-1 Maryland to consider certain criteria  
7 when approving a 2-1-1 service provider; requiring certain units of the State to  
8 consult with 2-1-1 Maryland under certain circumstances; altering the  
9 membership of the Health and Human Services Referral Board; providing for  
10 the appointment of members of the Board when a vacancy occurs; providing  
11 that a member of the Board may not serve more than two consecutive full  
12 terms; authorizing the Board to make a certain determination regarding Board  
13 meetings and to adopt certain rules; providing that a majority of Board  
14 members constitutes a quorum for a certain purpose; authorizing the Board to

### EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.

Underlining indicates amendments to bill.

~~Strike-out~~ indicates matter stricken from the bill by amendment or deleted from the law by amendment.

*Italics* indicate opposite chamber/conference committee amendments.



1 elect certain officers; providing that members of the Board serve without  
2 compensation but are entitled to a certain reimbursement; requiring the  
3 composition of the Board as to the race and gender of its members to reflect the  
4 composition of the population of the State; altering the duties of the Board;  
5 defining certain terms; repealing a certain definition; requiring a certain call  
6 center to align with 2-1-1 Maryland on or before a certain date under certain  
7 circumstances; and generally relating to the Health and Human Services  
8 Referral Board.

9 BY repealing and reenacting, with amendments,  
10 Article – Health – General  
11 Section 24-1201 through 24-1205  
12 Annotated Code of Maryland  
13 (2009 Replacement Volume)

14 BY adding to  
15 Article – Health – General  
16 Section 24-1203  
17 Annotated Code of Maryland  
18 (2009 Replacement Volume)

19 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF  
20 MARYLAND, That the Laws of Maryland read as follows:

21 **Article – Health – General**

22 24-1201.

23 (a) In this subtitle the following words have the meanings indicated.

24 (b) “Board” means the Health and Human Services Referral Board.

25 (c) “Health and Human Services Referral System” means telephone service  
26 that automatically connects an individual dialing the digits 2-1-1 to an established  
27 information and referral answering point.

28 [(d) (1) “Pilot program” means one of four self-funded pilot programs  
29 established before October 1, 2004, by a task force designated by the State of  
30 Maryland Public Service Commission that includes the Maryland State Association of  
31 United Ways, the United Way of Central Maryland, the Alliance of Information and  
32 Referral Systems, and local health and human service organizations.

33 (2) “Pilot program” includes:

34 (i) Community Crisis Services, Inc.;

35 (ii) United Way of Central Maryland – First Call for Help;

1 (iii) Mental Health Association of Frederick County; and

2 (iv) Life Crisis Center, Inc.]

3 (D) "2-1-1" MEANS THE ABBREVIATED DIALING CODE ASSIGNED BY  
4 THE FEDERAL COMMUNICATIONS COMMISSION FOR CONSUMER ACCESS TO  
5 COMMUNITY INFORMATION AND REFERRAL SERVICES.

6 (E) "2-1-1 MARYLAND" MEANS THE MARYLAND INFORMATION  
7 NETWORK, 2-1-1 MARYLAND, A 501(C)(3) CORPORATION IN THE STATE.

8 (F) "2-1-1 MARYLAND CALL CENTER" MEANS A NONPROFIT AGENCY OR  
9 ORGANIZATION DESIGNATED BY 2-1-1 MARYLAND TO PROVIDE 2-1-1  
10 SERVICES.

11 24-1202.

12 (a) The General Assembly:

13 (1) Recognizes the importance of a statewide information and referral  
14 system for health and human services;

15 (2) Recognizes that an integrated telephone system would provide a  
16 single source for information and referral to health and human services, community  
17 preparedness, and crisis information and could be accessed toll free from anywhere in  
18 Maryland, 24 hours a day, 365 days a year;

19 (3) Acknowledges that the three-digit number, 2-1-1, is a nationally  
20 recognized and applied telephone number which may be used for information and  
21 referral and eliminates delays caused by lack of familiarity with health and human  
22 service numbers and by understandable confusion in circumstances of crisis; and

23 (4) Recognizes a demonstrated need for an easy to remember, easy to  
24 use telephone number that will enable individuals in need to be directed to available  
25 community resources.

26 (b) The purposes of this subtitle are to:

27 (1) Establish the three-digit number, 2-1-1, as the primary  
28 information and referral telephone number for health and human services in the  
29 State; and

30 (2) Establish a board to oversee the [pilot programs and study the  
31 orderly installation, maintenance, and] 2-1-1 MARYLAND CALL CENTERS AND THE  
32 operation of a statewide Health and Human Services Referral System in the State.

1 24-1203.

2 (A) EXCEPT AS PROVIDED IN SUBSECTION (D) OF THIS SECTION, AN  
3 AGENCY OR ORGANIZATION SHALL BE APPROVED BY 2-1-1 MARYLAND AS A  
4 2-1-1 MARYLAND CALL CENTER IN ORDER TO PROVIDE 2-1-1 SERVICES IN THE  
5 STATE.

6 (B) NO MORE THAN FIVE CALL CENTERS MAY BE APPROVED BY 2-1-1  
7 MARYLAND TO PROVIDE 2-1-1 TELEPHONE SERVICES IN THE STATE.

8 (C) WHEN APPROVING A 2-1-1 SERVICE PROVIDER, 2-1-1 MARYLAND  
9 SHALL CONSIDER:

10 (1) THE ABILITY OF THE PROPOSED 2-1-1 SERVICE PROVIDER TO  
11 MEET THE NATIONAL 2-1-1 STANDARDS RECOMMENDED BY:

12 (I) THE ALLIANCE OF INFORMATION AND REFERRAL  
13 SYSTEMS AND ADOPTED BY THE NATIONAL 2-1-1 COLLABORATIVE; OR

14 (II) AN EQUIVALENT ENTITY;

15 (2) THE FINANCIAL STABILITY OF THE PROPOSED 2-1-1 SERVICE  
16 PROVIDER;

17 (3) ANY COMMUNITY SUPPORT FOR THE PROPOSED 2-1-1  
18 SERVICE PROVIDER;

19 (4) ANY EXPERIENCE THAT THE PROPOSED 2-1-1 SERVICE  
20 PROVIDER HAS WITH OTHER INFORMATION AND REFERRAL SERVICES; ~~AND~~

21 (5) THE DEGREE TO WHICH THE COUNTY IN WHICH THE  
22 PROPOSED CALL CENTER IS TO BE LOCATED HAS DEDICATED SUBSTANTIAL  
23 RESOURCES TO THE ESTABLISHMENT OF A SINGLE TELEPHONE SOURCE FOR  
24 NON-EMERGENCY INQUIRIES REGARDING COUNTY SERVICES; AND

25 ~~(5)~~ (6) ANY OTHER CRITERIA THAT 2-1-1 MARYLAND  
26 CONSIDERS APPROPRIATE.

27 (D) IF A UNIT OF THE STATE THAT PROVIDES HEALTH AND HUMAN  
28 SERVICES ESTABLISHES A PUBLIC INFORMATION TELEPHONE LINE OR  
29 HOTLINE, THE UNIT SHALL CONSULT WITH 2-1-1 MARYLAND ABOUT USING THE  
30 2-1-1 SYSTEM TO PROVIDE PUBLIC ACCESS TO INFORMATION.

1 [24-1203.] 24-1204.

2 (a) There is a Health and Human Services Referral Board in the Department  
3 of Health and Mental Hygiene.

4 (b) [(1)] The Board [consists] SHALL CONSIST of [17] THE FOLLOWING  
5 members[.]:

6 [(2)] Of the 17 members:

7 (i) One member shall represent the Department of Health and  
8 Mental Hygiene;

9 (ii) One member shall represent the Department of Human  
10 Resources;

11 (iii) One member shall represent the Department of Public  
12 Safety and Corrections;

13 (iv) One member shall represent the Department of Aging;

14 (v) One member shall represent the Department of Business  
15 and Economic Development;

16 (vi) One member shall represent the Maryland Emergency  
17 Management Agency;

18 (vii) One member shall represent the Maryland State Association  
19 of United Ways;

20 (viii) One member shall represent the United Way of Central  
21 Maryland;

22 (ix) One member shall represent the Maryland Public Service  
23 Commission;

24 (x) One member shall represent a public telephone utility  
25 company operating in the State;

26 (xi) One member shall represent a nonprofit organization in the  
27 State;

28 (xii) One member shall represent Maryland's volunteer centers;

29 (xiii) One member shall represent the Maryland Emergency  
30 Number Systems Board;

- 1 (xiv) One member shall represent the philanthropic community;
- 2 (xv) One member shall represent the Maryland Child Care  
3 Resource Network;
- 4 (xvi) One member shall represent the Department of Disabilities;  
5 and
- 6 (xvii) One member shall represent the community at large.
- 7 ~~[(3)~~ The Governor shall appoint the members with the advice and  
8 consent of the Senate.]
- 9 (1) ONE MEMBER OF THE SENATE OF MARYLAND, APPOINTED BY  
10 THE PRESIDENT OF THE SENATE;
- 11 (2) ONE MEMBER OF THE HOUSE OF DELEGATES, APPOINTED BY  
12 THE SPEAKER OF THE HOUSE;
- 13 (3) THE SECRETARY OF HUMAN RESOURCES, OR THE  
14 SECRETARY'S DESIGNEE;
- 15 (4) THE SECRETARY OF HEALTH AND MENTAL HYGIENE, OR THE  
16 SECRETARY'S DESIGNEE;
- 17 (5) THE SECRETARY OF INFORMATION TECHNOLOGY, OR THE  
18 SECRETARY'S DESIGNEE;
- 19 (6) THE SECRETARY OF AGING, OR THE SECRETARY'S DESIGNEE;
- 20 ~~(6)~~ (7) A REPRESENTATIVE OF THE OFFICE OF HOMELAND  
21 SECURITY, APPOINTED BY THE GOVERNOR;
- 22 ~~(7)~~ (8) A REPRESENTATIVE OF 2-1-1 MARYLAND, INC.,  
23 APPOINTED BY THE BOARD OF DIRECTORS OF 2-1-1 MARYLAND;
- 24 ~~(8)~~ (9) A REPRESENTATIVE OF EACH 2-1-1 MARYLAND CALL  
25 CENTER, APPOINTED BY THE CALL CENTER;
- 26 (10) A REPRESENTATIVE OF THE MARYLAND CHILD CARE  
27 RESOURCE NETWORK, APPOINTED BY THE GOVERNOR;
- 28 ~~(9)~~ (11) A REPRESENTATIVE OF THE MARYLAND STATE  
29 ASSOCIATION OF UNITED WAYS, APPOINTED BY THE GOVERNOR; AND

1           ~~(10)~~ (12) TWO MEMBERS OF THE PUBLIC WITH EXPERIENCE IN  
2 TELECOMMUNICATIONS, APPOINTED BY THE GOVERNOR.

3           (c) (1) The term of a member is 4 years.

4           (2) At the end of a term, a member continues to serve until a successor  
5 is appointed and qualifies.

6           (3) If a vacancy occurs after a term has begun, [the Governor shall  
7 appoint] a successor SHALL BE APPOINTED to represent the organization or group in  
8 which the vacancy occurs.

9           (4) A member who is appointed after a term has begun serves only for  
10 the rest of the term and until a successor is appointed and qualifies.

11           (5) A MEMBER MAY NOT SERVE MORE THAN TWO CONSECUTIVE  
12 FULL TERMS.

13           [(d) The Governor shall appoint a chairperson from among the Board  
14 members.

15           (e) A member of the Board may not receive compensation as a member of the  
16 Board.]

17           (D) THE BOARD SHALL DETERMINE THE TIME AND PLACE OF THE  
18 MEETINGS AND MAY ADOPT RULES FOR THE CONDUCT OF THE MEETINGS.

19           (E) A MAJORITY OF THE BOARD MEMBERS CONSTITUTES A QUORUM  
20 FOR TRANSACTING BUSINESS AT ANY MEETING AND ACTION BY A MAJORITY OF  
21 BOARD MEMBERS PRESENT AT THE MEETING SHALL BE AN ACT OF THE BOARD.

22           (F) EACH YEAR, THE BOARD SHALL ELECT FROM AMONG THE  
23 MEMBERS:

24           (1) A CHAIR AND VICE CHAIR; AND

25           (2) ANY OTHER OFFICER THE BOARD REQUIRES.

26           (G) EACH MEMBER OF THE BOARD:

27           (1) SERVES WITHOUT COMPENSATION; BUT

1 (2) IS ENTITLED TO REIMBURSEMENT FOR EXPENSES UNDER THE  
2 STANDARD STATE TRAVEL REGULATIONS, AS PROVIDED IN THE STATE  
3 BUDGET.

4 [(f)] (H) The Maryland State Association of United Ways shall provide staff  
5 to the Board.

6 (I) THE COMPOSITION OF THE BOARD AS TO THE RACE AND GENDER  
7 OF ITS MEMBERS SHALL REFLECT THE COMPOSITION OF THE POPULATION OF  
8 THE STATE.

9 [24-1204.] 24-1205.

10 (a) The Board shall [oversee the pilot programs and determine:

11 (1) How to implement the Health and Human Services Referral  
12 System statewide;

13 (2) How to integrate emergency and nonemergency numbers; and

14 (3) Options on funding the Health and Human Services Referral  
15 System];

16 (1) MAINTAIN PUBLIC INFORMATION AVAILABLE FROM STATE  
17 AGENCIES, PROGRAMS, AND DEPARTMENTS THAT PROVIDE HEALTH AND  
18 HUMAN SERVICES;

19 (2) SUPPORT PROJECTS AND ACTIVITIES THAT FURTHER THE  
20 DEVELOPMENT OF 2-1-1 MARYLAND;

21 (3) EXAMINE AND MAKE RECOMMENDATIONS TO MAXIMIZE THE  
22 USE OF INFORMATION TECHNOLOGY IN MAKING 2-1-1 SERVICES AVAILABLE  
23 THROUGHOUT THE STATE; AND

24 (4) EVALUATE THE PERFORMANCE OF EACH 2-1-1 MARYLAND  
25 CALL CENTERS CENTER;

26 (5) MAKE RECOMMENDATIONS TO 2-1-1 MARYLAND REGARDING  
27 THE QUALITY OF SERVICE PROVIDED BY CALL CENTERS OR THE PERFORMANCE  
28 OF CALL CENTERS WHEN ISSUES RELATED TO SERVICE QUALITY AND  
29 PERFORMANCE ARE PRESENTED TO THE BOARD;

30 (6) MAKE RECOMMENDATIONS REGARDING CORRECTIVE ACTION  
31 TO BE TAKEN BY A CALL CENTER, AS APPROPRIATE; AND



1                   (7) DEVELOP POLICIES AND PROCEDURES GOVERNING CONFLICT  
2 OF INTEREST STANDARDS FOR BOARD MEMBERS.

3           (b) On or before December 31, 2005, and every year thereafter, the Board  
4 shall report to the Governor and, subject to § 2-1246 of the State Government Article,  
5 to the General Assembly on the activities performed under subsection (a) of this  
6 section.

7 [24-1205.] 24-1206.

8 Funding for the Board is subject to the availability of appropriated funds.

9 SECTION 2. AND BE IT FURTHER ENACTED, That if 2-1-1 Maryland  
10 approves a call center to be located in Montgomery County, the call center shall align  
11 with 2-1-1 Maryland on or before July 1, 2011.

12 SECTION 3. AND BE IT FURTHER ENACTED, That this Act shall take effect  
13 October 1, 2010.

Approved:

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Governor.

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President of the Senate.

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Speaker of the House of Delegates.

